Self-Directed Supports Guide to Documentation

If you have ever felt confused about what to document and how to document, then this book is for you. This book will help guide you through the process of completing service documentation through self-directed supports.

What is Service Documentation?

Documentation is written proof! Documentation begins with YOU and your Individual Support Plan (ISP)

Your ISP will provide information about your daily living support needs and formal outcomes and goals, if you desire to have them.

Your ISP tells what type of supports your employees will provide and how those supports are to be provided.

Documentation provides proof of what service was provided, who provided it, when and where it was provided, and what was accomplished.

Service documentation describes various activities which the individual participated, supports provided or progress towards goals when identified in the ISP. Service documentation also provides information about unusual events.

Why Document?

In addition to creating a record as proof for the funders, documentation serves many other purposes:

Documentation helps track progress or even the lack of progress so changes can be made as needed. This can help make sure that your services meet your needs.

Documentation helps make it possible to keep track of changes in behavior. When this is done, we can figure out when something is wrong. For example, if you have fallen down several times and that is noted in your documentation, your team might be able to figure out why…was it a change in medication, glasses, supports, etc.?

Meeting Service Documentation Requirements

It is important to ensure that service documentation meets requirements in order to avoid a pay back situation for the employer or designated representative.

Let's Examine what good documentation notes will look like

Good documentation will:

- ✓ Describe activities in which the individual participated, support provide for the individual, and progress toward any goals which are listed in the ISP.
- ✓ Include notes on important, unusual events in an individual's life. These might include medical visits, community outings, special activities and incidents, illnesses or injuries, or unusual behavior.
- ✓ Include facts, not opinions.
- ✓ Record what the person actually said or describe non-verbal attempts to communicate.
- ✓ Describe the event from beginning to end.
- ✓ Be specific when describing behaviors
- ✓ Be different each day and not copied and pasted from the previous day.

What are the Requirements?

The requirements can be found in 13 CSR 70-3.030 Documentation Requirement and Division of DD Waiver Manual Documentation Requirement Section C: Documentation Requirements

Keys to Meeting Documentation Requirements

1. Ensure the correct date and time is entered on service notes entered by employees. Time must match your employee work schedule. Ensure the correct service is selected.
2. Activity notes are completed in a timely manner: It is recommended that entry is done on the date the service was provided. But all service documentation must be entered into the web portal no later than 5 days after the service is provided.
3. Notes need to include:

- What support the staff provided for the individual. In other words, what occurred and what direct support was provided to the individual receiving services.
- The results of the services including any successes, barriers, or problems that occurred during the provision of the services.
- Location of service if provided outside of the home.
- Enough documentation to justify the length of time and service was provided: Must be sufficient so that it is understandable, explains what supports were provided, and can be verified with reasonable certainty that the services were provided; as well as justify the time of service billed.

Mandatory Documentation

Steps to Employee Entry into Acumen (FMS)

1. Select "Entries" from the menu on the left.
2. Ensure the date of service, service code, and service times are correct.
3. Select "Actions" button, then "New Note" to begin typing service documentation.
4. This will open the service documentation Notes page. Enter service documentation using requirements listed in this guide.
   Service documentation may include any number of daily activities, such as:

Bathing	Eating
Toileting	Dressing
Transfer and ambulation	Shopping
Skin care	Banking
Grooming	Budgeting
Using public transportation	Extension of therapies and exercise
Care of adaptive equipment	Recreation and leisure activities
Social interaction	Laundry
Incidental household cleaning	
Meal preparation	

   Other activities to achieve increased independence, productivity, or inclusion in the community.
5. Finally, save entry.

Service Documentation Notes Example

Read the service documentation example below. The goal in Tom's ISP states "Tom would like to make his lunch on his own." Tom's ISP also states that he needs support in household cleaning and laundry, assisting in the bathroom, dressing, meal preparation, assistance with meals, recreation, leisure, and socialization.

Example: I got to Tom's home at lunchtime. We made tuna salad sandwiches and Tom did well with mixing all ingredients together. Tom needed direction when measuring out ingredients and ensuring that all ingredients were added. PA also verbally assisted Tom with warming up diced potatoes from the evening before. Tom and I sat down for lunch and as always, I monitored for choking. I reminded Tom to take small bites and chew well, but he took a large bite and began to choke on the potatoes. He started wheezing and trying to swallow and his face turned very red. Tom went immediately to the sing and put his finger in his mouth and was able to swipe the food out. Tom stopped coughing and was able to catch his breath. I immediately contacted his mom who came home to check on Tom. Mom said that he was fine, and he was not taken to the hospital. Once the mom came home to check on Tom, she went back to work to finish up some things and then came back home for the afternoon to stay with him. Tom and I watched TV for about an hour until mom was able to come back home and I cleaned up from lunch for Tom. Tom was in good spirits for the afternoon. Mom said she would contact Tom's Support Coordinator to report the choking incident.

Event Management Tracking

Any employee paid to provide Medicaid Waiver services is required to report any events that could jeopardize an individual's health or safety. Such as: misuse of personal funds, physical, sexual, or verbal abuse, medical emergencies, unplanned hospital visit, ingestion of non-food items, unapproved restraints, incidents involving law enforcement, medication errors, or incidents of falls.

Be sure to document any event well in daily service documentation.

If you need more information or assistance in training your staff on how to do service documentation, ask your Support Coordinator about receiving Support Broker Services.

Monthly Summary and Budget Tracking

Each month the employer of record or their designated representative must review the service documentation and complete a monthly summary in the FMS portal.

Someone else may support an individual to write the summary.

The Support Coordinator will review the Monthly Summary at least quarterly.

Tips for completing the Employer/DR Monthly Summary

1. It must include descriptive words that tell what the individual was able to accomplish this month and the overall status of the individual.
2. It must include any unusual events that happened throughout the month that may have affected the individual.
3. It must talk about positive things that happened. Has the individual made progress toward their goal/outcomes when they have them?
4. It may include things the individual needs more support with.
5. It must document correct information that will give a clear picture of how the individual is doing.
6. It must document that you are monitoring your budget and are staying within your allocation for the year. Use the Acumen website to view Authorization Summary.

Monthly Summary Example

Summary describes what services were provided in accordance with the Individual Support Plan (ISP) and overall status of the individual.

Example:

Outcome 1 Goal 1: Tom will choose an activity in the community at least one time per week and work on socialization skills.

Tom chose a different activity each week this month (ice skating, the local park, a church service, and a friend’s softball game). Staff were able to prompt Tom to talk to others attending the activities, as appropriate. Tom required several prompts to do this as he continues to struggle with interacting with others.

Outcome 1 Goal 2: Tom will respect others’ personal space while in the community at least one time per week with no more than 3 verbal prompts.

Staff worked with Tom on maintaining personal space at the community activities. Staff provided quiet verbal reminders when Tom was getting too close to others. On average, staff reported only needing to remind Tom once during each activity.

Outcome 1 Goal 3: While in the community, Tom will use appropriate coping skills with no more than 3 verbal prompts at least one time per week.

While at the softball game, Tom did get overwhelmed with the amount of people and the noise. Tom was provided two verbal prompts to take a moment and walk away from the crowd to decompress. Tom did leave the crowd for a few minutes after the second prompt and was able to return to the game within 10 minutes.

Tom's overall status: Tom's mood has greatly improved this month with the change in weather. He is struggling with his allergies, though. He began taking his Zyrtec again and that helps.

Remaining budget: This is the first month of the plan year. The budget started out at $23,475.67. The remaining balance is $20,245.36. We are on track with usage.

Steps to Monthly Summary completion in the Acumen DCI Portal

- From Clients Details page on the Employer tab of the portal:
- Simply click on the "Actions" button in the top right.
- Select "New Note."
- Once New Note box is open:
  1. Note Type= "Custom"
  2. Note Sub Type= "ER or DR Monthly Summary"
  3. Enter month and year in "Subject"
  4. Type monthly summary in "Body"
  5. Select month and year
  6. Click save, then yes

What are the most important components of good documentation?

1. It's clear and concise.
   - Clear means that the information recorded is easy to understand and straightforward.

    - Concise means that the information is kept short but still has enough facts and descriptions to make it easy for the reader to understand what happened.
2. It’s up to date.
    - All notes need to be written as soon as possible after an event has happened to prevent losing information.
3. It’s accurate and meaningful.
    - Provide the right information! Direct quotes from the individual doctors or other professional staff can be included. Notes must make clear what are hard facts and what is opinion.
4. It sticks to the basic rules of documentation which are:
    - Don’t use initials, acronyms, or technical jargon.
    - Write down facts and support it with detail related to the ISP.
    - Provide detail. Instead of using words like small or large, describe the size, about the size of a deck of cards, a dime, or a baseball for example.